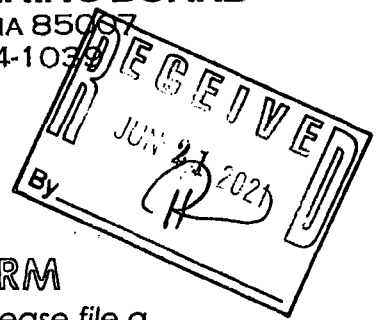


**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: June 21, 2021 Case Number: 21-156

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Kathleen Tan

Premise Name: 1st Pet Veterinarian Center

Premise Address: 18453 N 7th Avenue

City: Phoenix State: az Zip Code: 85023

Telephone: (623) 849-0700

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Annette Lennon

Address: [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Home Telephone: [redacted] Cell Telephone: [redacted]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Greta  
Breed/Species: Rottweiler  
Age: 5 Sex: spayed female Color: black/tan

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*  
Kathleen Tan 18453 N 7th avenue phx az 85023

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

at 18:00 pm on 6-18-2021 took my female Rottweiler to First Pet Emergency Animal Hospital to have lacerated Lipoma taken care of it kept bleeding. We waited three hours to have the vet tell us we had to take her back to her regular vet to have it taken care of and charged 175.00. Vet cam in the room did not do a full examination, but made it a point they could not ligate the lipoma, and it had stopped bleeding but there was fresh blood on the floor. No one would listen. Paid the 175.00 and told the Vet again that my small animal vet told me to take the dog to the Emergency Animal Hospital. Unethical and animal is still seeping blood tonight hope can take in tomorrow or she will have to wait until next week and by then has potential for infection. Unethical treatment did not clean the laceration. We departed home. this is very unprofessional. and fraud.

thank you,

Annette Lennon

November 12, 2021

In re: 21-156 (Kathleen Tan)

To the Arizona State Veterinary Medical Examining Board:

As an emergency veterinarian employed at 1st Pet Veterinary Centers in North Valley, I evaluated a 4.5-year-old female intact Rottweiler named Greta owned by Annette and Robert Lennon on June 18th 2021 for evaluation of a mass on the right hip. The presenting complaint was for mass removal due to bleeding.

Upon triage, my technician informed me that the owner's goal was to have the mass removed and I asked my technician to relay that unless the mass was life threatening, a mass removal on the emergency service would not be logistically possible given our present caseload. I was also advised by my technician, that Greta's regular veterinarian was unable to evaluate her on the 18th of June and that was why the owner apparently came to us as an emergency.

Due to the number of patients in hospital, including another patient who had presented for a bleeding mass, there was a wait time of approximately 2 hours prior to getting a history and performing an exam on Greta. Greta was noted on record as an aggressive dog- and to facilitate a slow approach to Greta, I outlined generalities on mass removal on the emergency service. I performed my nose to tail exam kneeling on the floor with Greta while discussing options I would be able to provide for her- sedative medications, possible bandage pending the severity of the bleeding and the location of the mass. After noting that the pedunculated triangular mass on the right hip did not have an active bleed, I advised the owners that I would recommend supportive care to help make Greta comfortable but that I would not be able to perform a mass removal as an emergency service. The recommendation was for the owner to schedule with general practice for mass removal.

Mrs. Lennon was completely dissatisfied with this plan and became hostile and extremely vocal. She not only was frustrated about our inability to treat her pet as an emergency but she also voiced her frustrations, in a loud voice, about her job and with another pet at home. Ultimately, Mrs. Lennon elected to take Greta home and on her way out had asked for my information to submit a board complaint. Also, it should be noted that she made haste to leave the building as soon as possible, not allowing me time to prescribe medications, send home an e-collar or write discharge instructions that later had to be emailed to her.

The next day, I was informed that Mrs. Lennon sent an email addressed to me, through the 1st Pet general email, that she "will pray that you find a new career".

Thank you,

Kathleen Tan, DVM

**DOUGLAS A. DUCEY**  
- GOVERNOR -



**VICTORIA WHITMORE**  
- EXECUTIVE DIRECTOR -

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### **INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, DVM - Chair  
Christina Tran, DVM - **Absent**  
Carolyn Ratajack  
Jarrod Butler, DVM  
Steven Seiler

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Mary Williams – Assistant Attorney General

**RE:** Case: 21-156

Complainant(s): Annette Lennon

Respondent(s): Kathleen Tan, D.V.M. (License: 7412)

#### **SUMMARY:**

Complaint Received at Board Office: 6/21/21

Committee Discussion: 12/14/21

Board IIR: 1/19/22

#### **APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018

(Lime Green); Rules as Revised September 2013 (Yellow).

On June 18, 2021, "Greta," a 5-year-old female Rottweiler was presented to Respondent for evaluation of a bleeding mass. Respondent evaluated the dog; the mass was not actively bleeding and advised Complainant that the mass could not be removed through the emergency facility. She recommended having the mass removed by her primary care veterinarian.

**Complainant was noticed and did not appear.**

**Respondent was noticed and appeared telephonically. Attorney David Stoll appeared.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Annette Lennon*
- Respondent(s) narrative/medical record: *Kathleen Tan, DVM*
- Consulting Veterinarian(s) narrative/medical record: *Sunburst Animal Hospital*

**PROPOSED 'FINDINGS of FACT':**

1. On June 18, 2021, the dog was presented to Respondent to have a bleeding mass on the left hip evaluated and removed due to bleeding. The primary veterinarian was unable to see the dog. Upon exam, the dog had a weight = 120 pounds, a temperature = 102.9 degrees, a pulse rate = 130rpm, and a respiration rate = pant. Respondent noted a pedunculated triangular mass off the right hip with dried blood underneath the mass. Due to the mass not actively bleeding, Respondent offered supportive care to help make the dog comfortable but advised Complainant that she would not be able to perform a mass removal as an emergency service. It was recommended to schedule the mass removal with a general practice.

2. According to Respondent, Complainant was dissatisfied with the plan and became hostile and vocal. Complainant stated that she was going to file a complaint with the Veterinary Board and left the premises before Respondent could prescribe medications, send home an Elizabethan collar, or write discharge instructions; the discharge instructions were emailed to Complainant.

3. The following day, the dog was presented to Dr. Luttgarm at Sunburst Animal Hospital to evaluate the mass on the dog's hip. Dr. Luttgarm noted the growth had a small, ulcerated area with a crusted scab on the underside. He discussed with Complainant that he could prescribe an ointment to use topically on the irritated area. If the growth continued to break open, or not heal, they he recommended removing the mass. Dr. Luttgarm further discussed possibly removing the mass with a local block with lidocaine but it would ideal to put the dog under a general anesthesia since the growth was attached by a wide base. Complainant agreed to using ointment initially and scheduling a growth removal in the future.

**COMMITTEE DISCUSSION:**

The Committee reviewed the case file materials and spoke with Respondent. They did not see a violation of the Veterinary Practice Act.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the Veterinary Practice Act occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 4 to 1, with Dr. Tran absent.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*